

CUSTOMER SERVICE AND SATISFACTION SURVEY



This survey is sponsored by HUD's Public & Indian Housing Real Estate Assessment Center (PIH-REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your property. Your participation in this survey is very important. Your answers to these questions will give PIH-REAC a good idea of how well the Management of your property is meeting the commitments it makes to HUD and to you—the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions. Darken the circle completely, with a blue/black ballpoint pen. Correct mark: ●

Do not write your name on the survey. The answers you give will remain private. HUD will ensure that your identity remains confidential.

Public Reporting Burden for this collection is estimated to average 15 minutes per respondent, including time for reviewing instruction, completing the survey, and returning the completed survey to HUD. Residents are not required to respond to this collection unless a current, valid OMB approval number is displayed on the form.

Overall Satisfaction



1. How satisfied are you with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Your unit/home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your property/building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your property/building's management?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Maintenance and Repair



2. Over the last year, how many times have you called for maintenance or repairs?

Have Never Called	1 to 2 Times	3 to 4 Times	More Than 4 Times
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:

Have Never Called	Less Than 1 Week	1 to 4 Weeks	More Than 4 Weeks	Problem Never Corrected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was usually completed in:

Have Never Called	Less Than 6 Hours	6 to 24 Hours	More Than 24 Hours	Problem Never Corrected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Based on your experience, how satisfied are you with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
How <u>easy</u> it was to request repairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How <u>well</u> the repairs were done?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were <u>treated by the person you contacted for repairs?</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were <u>treated by the person doing the repairs?</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT WRITE IN THIS AREA



Communication



6. Do you think management provides you information about:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
Maintenance and repair (for example, water shut-off, boiler shut-down, modernization activities?)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The rules of your lease?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings and events?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Do you think management is:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
Responsive to your questions and concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteous and professional with you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supportive of your resident/tenant organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Are you involved in a resident/tenant organization in your housing property?

Yes	No
<input type="radio"/>	<input type="radio"/>

Safety



9. How safe do you feel:	Very Safe	Safe	Unsafe	Very Unsafe	Does Not Apply
In your unit/home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your parking area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Do you think any of the following contribute to crime in your property? (Mark all that apply.)

<input type="radio"/> Bad lighting	<input type="radio"/> Residents don't care
<input type="radio"/> Broken locks	<input type="radio"/> Resident screening
<input type="radio"/> Location of housing property	<input type="radio"/> Vacant units
<input type="radio"/> Police do not respond	

11. If residents in your property break the rules in the lease that pertain to safety, does management take action?

Yes	No	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11a. If management takes action, how would you rate its actions?	Very Effective	Effective	Ineffective	Very Ineffective
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Services

12. Over the last year, how many problems, if any, have you had with electricity or heat?

Never Had
A Problem

☐

1 to 2
Problems

☐

3 to 4
Problems

☐

More Than
4 Problems

☐

12a. If you had a problem with electricity or heat, how long did it take to fix?

Never Had
A Problem

☐

Less Than
6 Hours

☐

6 to 24
Hours

☐

More Than
24 Hours

☐

Problem Never
Corrected

☐

13. Over the last year, how many problems, if any, have you had with kitchen appliances (for example, stove, refrigerator, etc.)?

Never Had
A Problem

☐

1 to 2
Problems

☐

3 to 4
Problems

☐

More Than
4 Problems

☐

13a. If you had a problem with kitchen appliances, how long did it take to fix?

Never Had
A Problem

☐

Less Than
6 Hours

☐

6 to 24
Hours

☐

More Than
24 Hours

☐

Problem Never
Corrected

☐

14. Over the last year, how many problems, if any, have you had with water or plumbing (for example, toilets, hot water, etc.)?

Never Had
A Problem

☐

1 to 2
Problems

☐

3 to 4
Problems

☐

More Than
4 Problems

☐

14a. If you had a problem with water or plumbing, how long did it take to fix?

Never Had
A Problem

☐

Less Than
6 Hours

☐

6 to 24
Hours

☐

More Than
24 Hours

☐

Problem Never
Corrected

☐

15. Over the last year, how many problems, if any, have you had with smoke detectors?

Never Had
A Problem

☐

1 to 2
Problems

☐

3 to 4
Problems

☐

More Than
4 Problems

☐

15a. If you had a problem with smoke detectors, how long did it take to fix?

Never Had
A Problem

☐

Less Than
6 Hours

☐

6 to 24
Hours

☐

More Than
24 Hours

☐

Problem Never
Corrected

☐

Housing Property Appearance

16. How satisfied are you with the upkeep of the following areas in your property:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Common areas (for example, stairways, walkways, hallways, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exterior of buildings?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking areas?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation areas (for example, playgrounds and other outside facilities)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Never **Sometimes** **Most Of
The Time** **Always**

Abandoned cars?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broken glass?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graffiti?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rodents and insects (indoors)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash/litter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacant units?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yes ☐ No ☐ Don't Know ☐

Yes ☐ **No** ☐

Yes No Does Not Apply

Yes ☐ **No** ☐

A vertical, sepia-toned photograph of a young child with dark hair, looking down intently at a book or paper held in their hands. The child's face is in profile, and the lighting is soft, highlighting their concentration.

21. What is your gender?

Male ☐ Female ☐

22. How old are you?

18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-61 ☐ 62+ ☐

23. What is your race (mark all that apply)?

American Indian/Alaskan Indian ☐ Asian ☐ Black/African American ☐ Native Hawaiian/Other Pacific Islander ☐ White ☐

24. What is your ethnicity (mark all that apply)?

Hispanic or Latino ☐ Not Hispanic or Latino ☐

25. How long have you lived in your housing property?

Less Than 6 Months ☐ 6 Months to 2 Years ☐ 2 to 5 Years ☐ Over 5 Years ☐

26. How much do you pay in rent each month (including utilities)?

Less Than \$100 Per Month ☐ \$100 to \$199 Per Month ☐ \$200 to \$299 Per Month ☐ \$300 to \$399 Per Month ☐ \$400 to \$499 Per Month ☐ \$500 or More Per Month ☐

For Office Use Only	<input type="radio"/>	<input type="radio"/> U	<input checked="" type="radio"/> P	<input type="radio"/> M	<input checked="" type="radio"/> E	<input type="radio"/> S	<input type="radio"/> R	<input type="radio"/> V
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